

# CUSTOMER COMPLAINT PROCESS

We, at Zantel, value our customer deeply. We are committed to provide the best service experience to our customers.

If at any time you are not satisfied with Zantel services for any reason, you have the right to complain through any of the channels shown below. Zantel will take all measures to resolve your complaint in a timely manner.

## 1. Call Our 24 Hour Call Centre

Zantel Call-Free; dial number is 100  
Other Local Lines (standard rates apply) Dial 0774100100

## 2. Email us or contact us in Social Media

- ✉ info@zantel.co.tz
- 📘 <https://www.facebook.com/ZantelTanzania/>
- 📷 <https://www.instagram.com/zanteltanzania/>
- 🐦 @ZantelTanzania

## 3 Write a letter to:

Head of Regulatory Compliance | Zantel Tanzania | Muai Kibaki Road | P.O Box 77052 | Dar-es-Salaam

### IMPORTANT INFORMATION

- All calls made to the Call Centre may be recorded for quality purposes
- To help us serve you better, kindly bring all relevant details relating to your complaint (e.g date and time of incident, product, details of any person you have spoken to in relation to your complaint etc.)
- The complaints process is free of charge.

**GSM Complaints-** If your complaint has not been resolved to your satisfaction within 30 days of raising it with Zantel, you have the right to raise your complaint with Tanzania Communication Regulatory Authority in this manner:

**1 Step 1:** Go to TCRA Website: [www.tcra.go.tz](http://www.tcra.go.tz) to get the TCRA Complaint Form

**2 Step 2:** Send the filled TCRA Complaint Form to TCRA by any of the following methods:

- **By Physical Delivery:** The Consumer Affairs Department | Tanzania Communication Regulatory Authority | Mawasiliano Towers, Plot No. 2005/1, Block C, Sam Nujoma Road, Dar es Salaam
- **By Post:** The Consumer Affairs Department | Tanzania Communication Regulatory Authority (TCRA) | Mawasiliano Towers | P.O Box 474 | Dar es Salaam
- **By Fax:** +255 22 2412009/10
- **By Email:** [complaints@tcra.go.tz](mailto:complaints@tcra.go.tz)
- **By Website (Online):** <https://www.tcra.go.tz>

**GSM Complaints-** If your complaint has not been resolved to your satisfaction within 30 days of raising it with Zantel, you have the right to raise your complaint with Tanzania Communication Regulatory Authority in this manner:

**1 Step 1:** Go to FCC Website: [www.competition.or.tz](http://www.competition.or.tz) to get the FCC Complaint Form

**2 Step 2:** Send the filled FCC Complaint Form to FCC by any of the following methods:

- **By Physical Delivery:** The Fair Competition Commission | GEPF House 2nd Floor, Plot No. 37, Regent Estate, Bagamoyo Road | Dar es Salaam
- **By Post:** The Fair Competition Commission (FCC) | GEPF House | P.O Box 7883 | Dar es Salaam, Tanzania
- **By Fax:** +255 22 2926126
- **By Email:** [info@competition.or.tz](mailto:info@competition.or.tz)
- **By Website (Online):** <https://competition.or.tz>

**Mobile Money Complaints-** If your mobile money related complaint has not been resolved to your satisfaction within 21 days of raising it with Zantel, you have the right to raise your complaint with The Bank of Tanzania in this manner:

**1 Step 1:** Go to BOT Website: <https://www.bot.go.tz> to get the BOT Complaint Form

**2 Step 2:** Send the filled Complaint Form to BOT by any of the following methods:

- **By Physical Delivery:** The Financial Consumer Unit Bank of Tanzania Head Office, 2 Mirambo Street | Dar es Salaam | Ground floor, Middle building
- **By Post:** The Financial Consumer Unit Bank of Tanzania | P.O Box 11884 | Dar es Salaam
- **By Fax:** By facsimile: +255 22 2234067
- **By Phone:** +255 22 2233265/ +255 22 2233246
- **By Email:** To the attention of the Head of Financial Consumer Protection Unit i.e [complaints@bot.go.tz](mailto:complaints@bot.go.tz)
- **By Website (Online):** <https://www.bot.go.tz>

**Mobile Money Complaint-** If your mobile money related complaint has not been resolved to your satisfaction with the determination or revision of determination by the Bank of Tanzania, the complainant may apply for a judicial review to the Court.

# MCHAKATO WA MALALAMIKO YA WATEJA

Sisi Zantel tunathamini sana wateja wetu. Tumejizatiti kutoa huduma bora zaidi kwa wateja wetu.

Endapo ikatokea hujaridhishwa na huduma za Zantel kwa sababu yoyote ile, unayo haki ya kutoa malalamiko yako katika channel zifuatazo na Zantel itachukua hatua kuhakikisha malalamiko yako yanapatiwa ufumbuzi ndani ya muda.

## 1. Tupigie simu muda wowote ndani ya masaa 24

Piga simu Zantel bure; **nambari yetu ni 100**  
Kwa simu nyingine za ndani (viwango vya kawaida vitatumika) Piga **0774100100**

## 2. Tutumie barua pepe au tembelea kurasa zetu za mitadao ya kijami

✉ [info@zantel.co.tz](mailto:info@zantel.co.tz)  
f <https://www.facebook.com/ZantelTanzania/>  
@ <https://www.instagram.com/zanteltanzania/>  
@ZantelTanzania

## 3 Andika barua kwenda

Mkuu wa utekelezaji wa udhibiti | Zantel Tanzania | Mwai Kibaki Road | S.L.P 77052 | Dar es Salaam

### TAARIFA MUHIMU

- Simu zote zitakazo pigwa katika kituo chetu cha simu zita rekodiwa kwa ajili ya mchakato wa ubora.
- Kwa kutusaidia kuboresha huduma, tunaomba uje na taarifa zako muhimu zinazo husiana na malalamiko yako (mfano; tarehe na muda wa tukio, bidhaa, taarifa za mtu yoyote uliye zungumza nae kuhusiana na malalamiko yako.)
- Mchakato wa kufikisha malalamiko ni bure bila tozo yoyote.

**Malalamiko ya GSM-** Endapo malalamiko yako hayato tatuliwa ndani ya siku 30 baada ya kutoa taarifa Zantel, unayo haki ya kufikisha malalamiko yako katika Mamlaka ya Udhibiti wa Mawasiliano Tanzania (TCRA) kwa mpangilio ufuatao:

**1 Hatua ya 1:** Tembelea tovuti ya TCRA [www.tcra.go.tz](http://www.tcra.go.tz) kupata fomu ya malalamiko ya TCRA

**2 Hatua ya 2:** Tuma fomu ya malalamiko ya TCRA uliyojaza kwa njia yoyote kati ya hizi:

- **Kwa kupeleka mwenyewe:** Kitengo cha maswala ya watumiaji | Mamlaka ya Udhibiti wa Mawasiliano Tanzania TCRA | Mawasiliano Towers, Plot No. 2005/1, Block C, Sam Nujoma Road, Dar es Salaam
- **Kwa Posta :** Kitengo cha maswala ya watumiaji | Mamlaka ya Udhibiti wa Mawasiliano Tanzania (TCRA) | S.L.P 474 | Dar es Salaam
- **Kwa Fax:** +255 22 2412009/10
- **Kwa Barua pepe:** [complaints@tcra.go.tz](mailto:complaints@tcra.go.tz)
- **Kwa Tovuti (Mtandaoni):** <https://www.tcra.go.tz>

**Malalamiko ya GSM-** Endapo hautaridhika na utatuzi wa malalamiko yako kutoka TCRA, una haki ya kupeleka malalamiko yako katika Tume ya Mashindano ya Haki (FCC) ndani ya siku 21 baada ya marekebisho ya uamuzi, katika mpangilio ufuatao:

**1 Hatua ya 1:** Tembelea tovuti ya FCC: [www.competition.or.tz](http://www.competition.or.tz) kupata fomu ya malalamiko

**2 Hatua ya 2:** Jaza na utume fomu ya malalamiko kwenda FCC kupitia njia zifuatazo

- **Kwa kupeleka mwenyewe:** Tume ya mashindano ya haki (FCC) | GEFP House 2nd Floor, Plot No. 37 Regent Estate, Baga-moyo Road | Dar es Salaam
- **Kwa njia ya Posta :** Tume ya mashindano ya haki (FCC) | GEFP House | S.L.P 7883 | Dar es Salaam, Tanzania
- **Kwa Fax:** +255 22 2926126
- **Kwa Barua pepe:** [info@competition.or.tz](mailto:info@competition.or.tz)
- **Kwa Tovuti (Mtandaoni):** <https://competition.or.tz>

**Malamiko ya Fedha-** Endapo haujaridhishwa na utatuzi wa malalamiko yako ya fedha za mtandao ndani ya siku 21 tangu uwasilishe Zantel, basi unayo haki ya kufikisha malalamiko yako Benki Kuu ya Tanzania (BOT) kwa utaratibu ufuatao:

**1 Hatua ya 1:** Tembelea tovuti ya BOT: <https://www.bot.go.tz> kupata fomu ya malalamiko ya BOT

**2 Hatua ya 2:** Jaza na utume fomu ya malalamiko kwenda BOT kupitia njia zifuatazo:

- **Kwa kupeleka mwenyewe:** Kitengo Cha Watumiaji Wa Fedha | Makao makuu BOT | 2 Mirambo Street | Dar es Salaam | Jengo la kati, floor ya chini
- **Kwa njia ya Posta:** Kitengo Cha Watumiaji Wa Fedha Benki Kuu Tanzania | P.O Box 11884 | Dar es Salaam
- **Kwa Fax:** **Kwa facsimile:** +255 22 2234067
- **Kwa njia ya Simu:** +255 22 2233265/ +255 22 2233246
- **Kwa Barua Pepe:** Kwenda kwa tahadhari ya Mkuu wa Kitengo cha Ulinzi wa Watumiaji wa Fedha [complaints@bot.go.tz](mailto:complaints@bot.go.tz)
- **Kwa Tovuti (Mtandaoni):** <https://www.bot.go.tz>

**Malalamiko ya Fedha -** Endapo hautaridhishwa na utatuzi wa malalamiko yako ya fedha na uamuzi au marekebisho yaa uamuzi kutoka Benki Kuu ya Tanzania, basi unaweza kuomba ukaguzi wa mahakama.